



# Community Inclusion Report: Participant Growth & Satisfaction

Enrollment and survey data from 2025

DCHS Developmental Disabilities & Early Childhood Supports Division  
Performance Measurement and Evaluation Unit

Published March 2026

## About Community Inclusion Services

Community Inclusion services help people with intellectual or developmental disabilities (I/DD) take part in activities in their community that match their interests. These activities are not just for people with I/DD, but connect all members of the community together. These activities can include social clubs for people with shared interests, classes on a variety of topics, or volunteering opportunities. The goal is to help individuals build relationships with others while practicing everyday skills that help support independence and connections to their community.



Learn more:

<https://kingcounty.gov/en/dept/dchs/human-social-services/developmental-disabilities/youth-adults/employment-community-inclusion>

## Report Summary

In 2025, the King County Community Inclusion service has seen substantial growth in participants served. To better understand how well services are meeting the needs of participants, the Department of Community and Human Services (DCHS) Performance Measurement & Evaluation Team provides technical support to provider agencies to conduct an annual satisfaction survey.

In 2025....

- 1** satisfaction rates for Community Inclusion remain high year-over-year, with an average satisfaction rate of 94% for 2025.
- 2** participants are particularly satisfied with Community Inclusion's ability to help them find a local community that enriches their everyday lives.

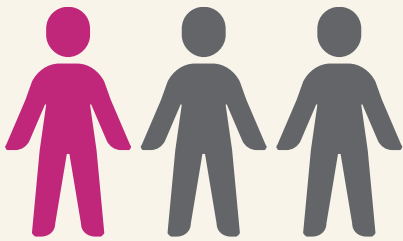
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## How many participants have received services in the last five years?

King County Community Inclusion services have experienced substantial growth in the number of participants each calendar year for the last five years. **In 2025, Community Inclusion served close to 500 participants, a 20% increase from the previous year.**

Much of this growth is attributed to a statewide policy change in 2023 that allowed individuals receiving Supported Employment services to also participate in Community Inclusion - often called “concurrent services.” Prior to this policy change, an individual could not receive both Supported Employment and Community Inclusion services at the same time. **In 2025, 37% of Community Inclusion participants received concurrent employment services.**



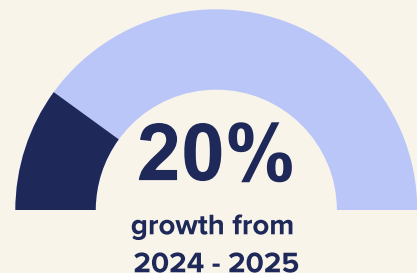
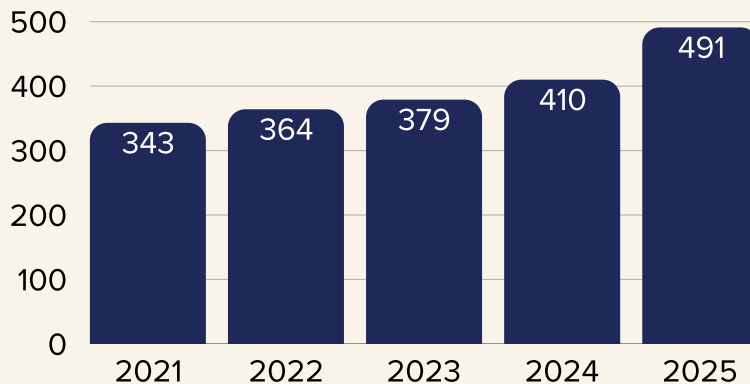
**37%**

of Community Inclusion participants in 2025 received concurrent employment services through Supported Employment.\*

This means that **more than 1 in 3 Community Inclusion participants** also are enrolled in employment services in King County.

## The Number of Participants has Grown Substantially Since 2021

Number of Community Inclusion Participants Served, 2021-2025



\*For more information about King County Supported Employment services, visit: <https://kingcounty.gov/en/dept/dchs/human-social-services/developmental-disabilities/youth-adults/employment-community-inclusion>

### What does the annual satisfaction survey process look like?

At the start of each year, King County Community Inclusion provider agencies conduct a satisfaction survey with participants from the previous year. Data was compiled at the start of 2026 for the 2025 Annual Satisfaction Survey.

**Sixteen different provider agencies collected satisfaction data**, constructing their surveys based on qualitative methods trainings provided by King County DCHS Performance Measurement & Evaluation staff.

**More than half of the providers use other phrases to assess satisfaction, like the following:**

- 1** What do you like or dislike about our services?
- 2** How much do you like your activity?
- 3** Overall, are you happy with your provider?
- 4** Would you recommend our service to others?

**An example shared by a provider requires survey participants to answer “do you agree or disagree” to the following statements:**

*“I am satisfied with services received from [agency].”*

*[Agency] staff help me when I have questions or concerns.*

*I am treated with dignity and respect.*

*My cultural requests are included in my services.*

*My preferences are included in my services.*

*I am included in the planning of my goals.*

*I know who to contact when I need support.*

*[Agency] staff are responsive with my requests.”*

### What were some of the challenges provider agencies experienced?

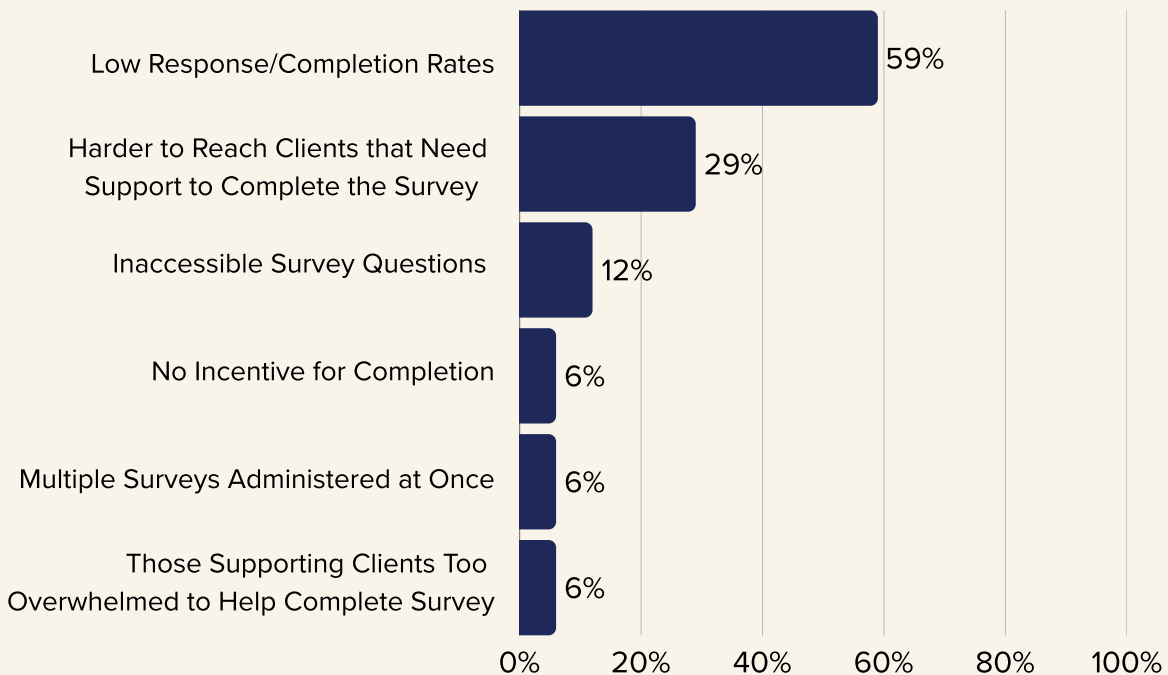
As a part of the annual satisfaction survey process, the King County DCHS Performance Measurement & Evaluation Team collects information from provider agencies about challenges faced in survey implementation. This helps spark conversations amongst provider agencies about how to address issues that come up throughout the process each year.

**The most common challenges faced by providers are low response/completion rates and difficulties in gathering responses from clients with higher support needs.**

*“...many of the CI participants that we serve [are] not able to fill out the form manually or electronically for themselves leaving them to rely on guardians, family, and/or caregivers to either assist them or complete the form on their behalf. Often those individuals do not follow through with completing the survey.”*

### Most Common Challenge was Low Response/Completion Rates

Percent of Responses by Challenge Listed\*



\*Results do not add up to 100% since some providers fall under more than one category.

### What were some of the lessons learned and shared by provider agencies?

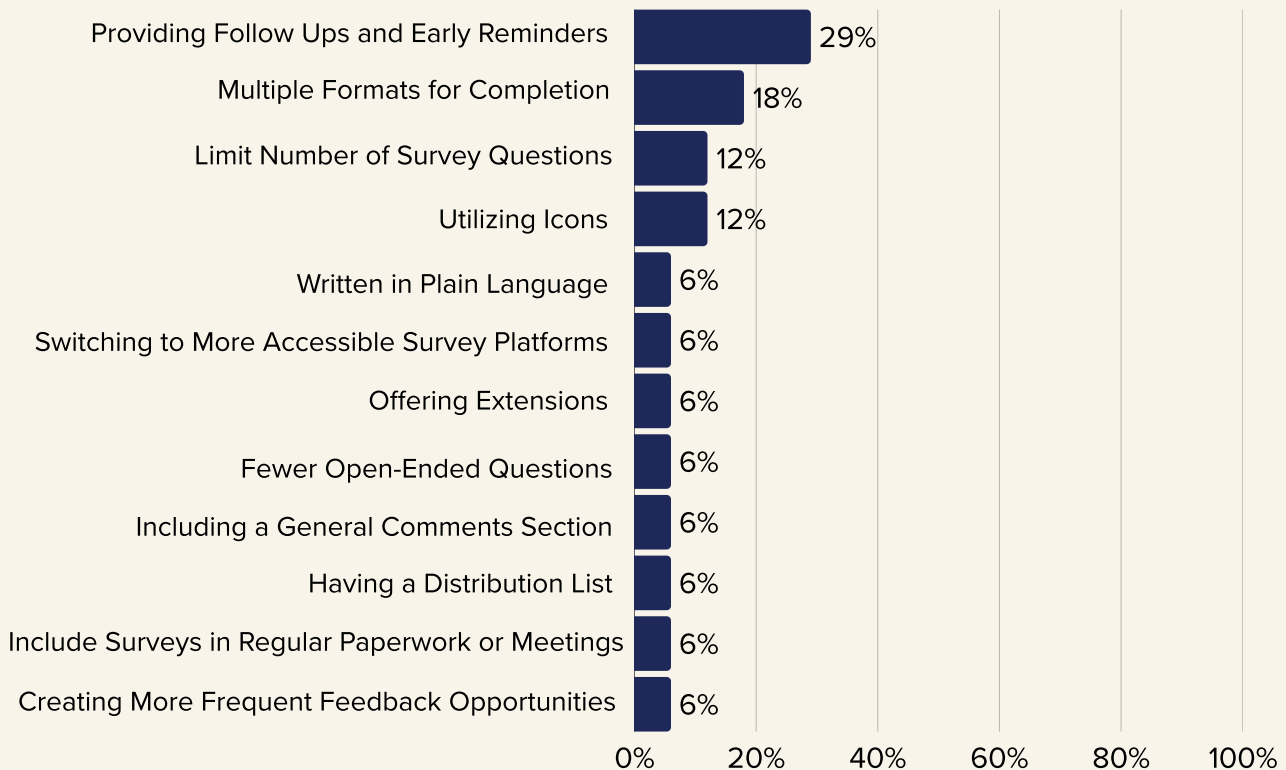
As a part of the annual satisfaction survey process, the King County DCHS Performance Measurement & Evaluation Team collects information from provider agencies about lessons learned in survey implementation. This allows provider agencies to learn and share best practices with each other every year.

**The most common lessons learned and shared by providers are to provide follow up and early reminder phone calls or emails, use multiple formats for distributing surveys, make surveys as short and simple as possible, and add icons to surveys.**

*“The idea of using emojis to report satisfaction for folks who do not use words to communicate is interesting and we would like to expand on that and brainstorm how we can set it up for next year to be successful for this one CI participant.”*

### Most Common Lesson Learned was Providing Follow Ups and Early Reminders

Percent of Responses by Lesson Listed\*



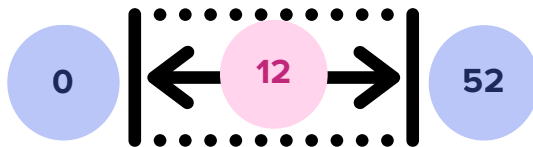
\*Results do not add up to 100% since some providers fall under more than one category.

### Who responded to the satisfaction survey in 2025?

In the 2025 Annual Community Inclusion Satisfaction Survey, **16 different provider agencies** submitted data.



A total of 202 participants submitted a survey response in 2025. **Since there were 491 participants receiving Community Inclusion services in that year, the survey response rate for 2025 was 41%.\***



The number of participants that completed a survey ranged from 0 to 52 depending on the provider agency, with **an average of 12 participants submitting survey responses per provider.**

\*Average survey response rates vary greatly depending on method of survey (online, in-person, etc.) and support needs of recipients.

### How satisfied were survey respondents in 2025?

Across all 16 providers with data, the percent of participants that responded that they were satisfied with services ranged from 75% to 100%.



**Although satisfaction rates varied by provider agency, the average percent of satisfied participants across all provider agencies is 94%.**

### What else did we hear from participants?

In 2025, King County Community Inclusion services started collecting **participant stories** as a part of the annual satisfaction survey process. **King County aims to optimize this process in future reporting years, collecting more direct feedback from participants that can be shared broadly.**



*“I feel like an **important part of my community** and **love volunteering at the community center.**”*

*“**Worker is kind, compassionate, creative, and endlessly flexible.**”*

*“**...I get to meet a lot of people.**”*

*“[Agency] has been a huge blessing to [client], while she is non-verbal, she always returns full of energy and happy. This is unusual as she usually returns frustrated and acts out at home with most outings...**Her weekly outings into the community have helped her make friends and feel like she is a part of something bigger and positive.**”*

*“[Agency] has been really helpful with helping me make new friends; I also enjoy going to [my] community center to meet new people and talk with my friends. **I have not had friends before, I like having friends and having my job coach help me with my new friends.**”*

## What happens next?

As a next step, King County staff will be hosting a **workshop with all Community Inclusion provider agencies** to discuss the annual satisfaction survey results.

As a part of this workshop, King County will facilitate a **collective brainstorming activity** to answer the following questions:

- 1** How can we increase response rates?
- 2** What are some strategies for reaching participants with higher support needs?
- 3** How can we optimize the collection and sharing of participant stories?
- 4** What other training opportunities can King County DCHS Performance Measurement & Evaluation staff provide to support the continued improvement of the annual survey process?

King County DCHS Performance Measurement & Evaluation Staff are also conducting a literature review to **collect best practices and develop a division-wide framework for the collection of qualitative data with individuals with I/DD, particularly those with higher support needs.** Learnings from this work will be shared back with provider agencies in an effort to collectively improve on data collection practices.



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## Acknowledgements

Thank you to all our King County Community Inclusion providers for their amazing work in collecting the data and stories shown here.

### Suggested Citation:

Rosen, J. (2026). *Community Inclusion Report: Participant Growth & Satisfaction*. Tukwila, WA: King County DCHS Developmental Disabilities & Early Childhood Supports Division and Performance, Measurement and Evaluation Unit

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